



October 19, 2020

Dear Colleague:

eviCore healthcare is pleased to announce its partnership with IlliniCare Health, soon to be Aetna Better Health® of Illinois, to provide services for members enrolled in Aetna Better Health programs.

Effective December 1, 2020, Aetna Better Health members will require prior authorization from eviCore for dates of service beginning December 1, 2020. Services performed without authorization may not be reimbursed for the healthcare services listed below, and you may not seek reimbursement from members.

Authorization is required for:

- ✓ Advanced Imaging
- ✓ Cardiology
- ✓ Pain Management (Interventional)

Services performed in conjunction with an inpatient stay, 23-hour observation, or emergency room visit are not subject to authorization requirements.

**To request an authorization:**

- Log onto [www.evicore.com/pages/ProviderLogin.aspx](http://www.evicore.com/pages/ProviderLogin.aspx)
- Call us at 888-693-3211

**For urgent requests:** If services are required in less than 48 hours due to medically urgent conditions, please submit a request online at [www.evicore.com](http://www.evicore.com) and indicate that the procedure is NOT routine/standard. Providers can also request urgent requests by calling our toll-free number at 888-693-3211. Be sure to tell our representative that the request is for medically urgent care.

We recommend that ordering physicians request authorization and pass the approval information to the rendering facilities at the time of scheduling. Authorizations contain approval numbers and one or more CPT codes specific to the services authorized. If the service performed is different than what was initially authorized, the rendering facility must contact eviCore to make revisions and authorization prior to claim submission.

**Have questions about requesting authorizations?** Attend our online orientation sessions!

The orientation schedule and program training resources are available at:

<https://evicore.webex.com/mw3300/mywebex/default.do?siteurl=evicore&service=7>

eviCore healthcare's Clinical Guidelines and request forms are available at: [www.evicore.com](http://www.evicore.com). Please call the Client and Provider Services department at 1(800) 646-0418 (Option 4) if you have any questions or need more information.

Sincerely,  
eviCore healthcare and IlliniCare Health